Unwanted calls/SMSs and tele shopping messages

1541. DR. (SHRIMATI) NAJMA A. HEPTULLA: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased lo state:

(a) whether Government is aware that consumers are being flooded with unwanted calls, SMSs and tele shopping messages from different agencies;

(b) if so, what Government has done to advise mobile service providers to block such unwanted calls and messages;

(c) whether Government will propose to bring any law restricting tele shopping, online shopping and bring all persons doing tele shopping business under some regulations; and

(d) if not, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI GURUDAS KAMAT): (a) and (b) Yes, Sir. Considering the growing dissatisfaction among the consumers, the Telecom Regulatory Authority of India, acting in the consumer interest, had issued the Telecom Unsolicited Commercial Communications Regulations 2007 on 5th June 2007. Consequently, the National Do not Call (NDNC) Registry had been established, which is primarily a national database containing list of telephone numbers of all such subscribers, who do not want to receive the Unsolicited Commercial Communications. Further, Government has also advised all Mobile Service Providers to increase the public awareness regarding registration of their telephone numbers in NDNC registry to avoid unwanted telemarketing calls.

(c) and (d) No Sir. The tele shopping/online shopping is a process which is initiated by the subscriber/consumer himself and does not fall within the ambit of Unsolicited Communications.

Project arrow

1542. SHRI PENUMALLI MADHU: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the aims and objectives of the Project Arrow;

(b) whether it is a fact that the Department of Posts proposed to extend 'Project Arrow' scheme to 500 post offices across the country during the current financial year;

(c) if so, the details of post offices identified for this purpose in the State of West Bengal; and

(d) in what manner the Project Arrow strengthen the core business of the Department of Posts?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI GURUDAS KAMAT): (a) The aims and objectives of Project Arrow is:

- To make a visible, tangible and noteworthy difference in service delivery to the common man by post offices;
- Verify and certify progress on ongoing basis using clearly defined Key Performance Indicators (KPIs) for each improvement area *e.g.* Mail delivery, Money Order payment and Savings Bank operation;
- Set the foundation for a comprehensive transformation of India post.

(b) Yes, Sir.

(c) The list of Post Offices covered under Project Arrow in the State of West Bengal is given in the Statement (*See* below).

(d) Project Arrow has helped to improve the core operations of Department of Posts *viz.* Mail processing and delivery, Money remittance. Savings Bank operations and quality of Customer Service. Intensive training has been given to officials working in Project Arrow offices to raise the level of services in these offices. A Web based monitoring tool has been designed whereby day-to-day monitoring of 1,000 Post Offices covered till now under Project Arrow is done at Circle level. Through fortnightly video conference the performance of Project Arrow Post Offices is monitored at the Directorate level and directions to bridge the gaps are given. Project Arrow has significantly improved services in the post offices and the response of both customers and staff to the same has been overwhelming.

Statement

The name of Post Offices in the State of West Bengal covered under Project Arrow

S.No.	Name of PO
1	2
1	Alipore Head Post Office
2	Barabazar Head Post Office
3	Behrampore Head Post Office
4	Kolkata GPO
5	Park Street Head Post Office
6	Tollgunge Head Post Office
7	Bolpur Sub Post Office
8	S.B. Road Sub Post Office
9	New Alipore Sub Post Office
10	Kakdwip Sub Post Office

1	2
11	Ballygunge Mukhya Dak Ghar
12	Bidhan Nagar CC Block Sub Post Office
13	Alipurduar Mukhya Dak Ghar
14	Kalimpong Mukhya Dak Ghar
15	Darjeeling Head Post Office
16	Silliguri Head Post Office
17	Maynaguri Sub Post Office
18	Asansol Head Post Office
19	Burdwan Head Post Office
20	Durgapur Head Post Office
21	Howrah Head Post Office
22	Midnapore Head Post Office
23	Singur Sub Post Office
24	Bagnan Sub Post Office
25	Dainhat Sub Post Office
26	Egra Sub Post Office

Financial assistance to indigenous companies

†1543. SHRI OM PRAKASH MATHUR: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether Government is formulating any policy to provide some sort of financial assistance to the indigenous companies, manufacturing the mobile appliances; and

(b) whether Government proposes to provide any assistance to local Indian companies on the lines of Chinese companies *viz*; HU and ZTE provided with financial assistance as well as enabled to enter into the deals with other countries by their Government?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI GURUDAS KAMAT): (a) and (b) The Government is committed to make India a telecom manufacturing hub. Department of Telecommunications has constituted a Committee on 'Enhancing the Indigenous Capabilities in Telecom Manufacturing and R&D'. This Committee is considering all the measures required including rationalization of taxes, instituting a system of facilitators, skill development, incentivizing R&D and IPR, for making India a telecom manufacturing hub.

†Original notice of the question was received in Hindi